

Performance Evaluation Details

ID	E2
Project	Fulton County Behavioral Health Network
Project Number	22RFP038A-CJC(E)
Supplier	Health Connect America
Supplier Project Contact	Patricia Mowry (preferred language: English)
Performance Program	Professional Services
Evaluation Period	07/03/2023 to 10/02/2023
Effective Date	11/06/2023
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	11/06/2023 09:18 PM EST
Completion Date	11/06/2023 09:18 PM EST
Evaluation Score	70

Related Documents

There are no documents associated with this Performance Evaluation

OVERALL RATING GUIDE - PROFESSIONAL SERVICES

Evaluation Score Range
Outstanding = 90-100%
Excellent = 80-89%
Satisfactory = 70-79%
Needs Improvement = 50-69%
Unsatisfactory = -50%

PROJECT MANAGEMENT

14/20

Rating

Satisfactory: Project Management. Acceptable understanding of project objectives, risks and Contract requirements with some direction required from the User Department.

Comments

Agency has shown improvement in efforts to fully understand contractual obligations and project deliverables and making conscientious efforts to improve overall service delivery.

SCHEDULE

14/20

Rating

Satisfactory: Delivered on schedule or on approved amended schedule. Monitoring and forecasting of schedule as per Contract requirements.

Comments

Agency will not meet key performance efforts this contractual year however has a better plan in place to gradually make improvements to meet schedule. By comparison to previous provider, Agency is making good strides that justifies a satisfactory rating considering having to build program from the ground up. Has successfully completed DATEP licensure process.

QUALITY OF DESIGN, REPORTS AND DELIVERABLES

14/20

Rating

Satisfactory: Deliverables meet requirements and have an average number of issues on reports and deliverables.

Comments

Agency has made noticeable changes in staffing structure to decrease reporting concerns and overall deliverables. Has participated in community outreach events and established more collaborative community partnerships.

COMMUNICATIONS AND CO-OPERATION

14/20

Rating

Satisfactory: Satisfactory response to the User Department's requests and changes; Consultant involved in developing solutions and ensures prompt and appropriate action.

Comments

Agency is responsive to recommendations and concerns raised by user department and has due to a better understanding of overall contractual standards is able to implement effective changes.

OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS

14/20

Rating

Satisfactory: Issues of compliance with Contract documents were resolved in a timely manner to the the User Department's satisfaction.

Comments

Agency is submitting invoices and reports on time. Improvement is needed with submission of more CSS surveys.

GENERAL COMMENTS

Comments

Not Specified